

RAPHAEL

THE JEWISH COUNSELLING SERVICE



ANNUAL REPORT & ACCOUNTS 2010

Presented 12 June 2011

PO Box 172 Stanmore HA7 3WB • 0800 234 6236

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www.raphaeljewishcounselling.org

Patrons: Chief Rabbi Lord Sacks Rabbi Dr Tony Bayfield CBE Rabbi Dr Abraham Levy OBE

Registered Charity No 278522



office of the
CHIEF RABBI

**MESSAGE FOR RAPHAEL JCS ANNUAL REPORT 2010
FROM THE CHIEF RABBI LORD SACKS**

Raphael has completed another year of steady progress and has brought comfort and support to all who have looked towards it for help in moments of distress.

Raphael is an outstanding model of a caring and personalised counselling service—discreet, expert and patient.

The work of an operation such as Raphael is inevitably far removed from the spotlight of publicity. It is important that people should know that there is a place where they can speak openly and confidentially.

I am proud to be numbered among the patrons of Raphael. May they all be blessed with continued success in their work, which I trust will be supported by well wishers.

With blessings and best wishes

Jonathan Sacks
Chief Rabbi Lord Sacks
May 2011/Iyar 5771



לא עליך
המלאכה
לגמור
ולא אתה
בן חורין
להבטל
ממנה

**MESSAGE FOR RAPHAEL JEWISH CONSELLING SERVICE
ANNUAL REPORT 2010**

Until very recently, most people expected to retire – if they were women, at the age of sixty; if they were men, at the age of sixty five. It was one of life's landmarks and was supposed to usher in an autumnal, post-harvest period of quiet contentment. I can remember discussions in the Assembly of Reform Rabbis about marking the event with a prayer. It was a rite of passage.

Today all this has changed. On the one hand, the period of autumnal ease has expanded into twenty years of potentially vigorous life. On the other, few can be certain about when they can put behind them the challenge of earning a living and move on to a new, fulfilling chapter.

Reaching the age of sixty or sixty five holds radically changed meaning and new challenges. I should know because I will be sixty five this year.

My point is this. To find the issue of 'retirement' a challenge does not mean that one is inadequate, neurotic, abnormal. Life challenges us all and change bewilders even those who pride themselves on their normality and stability. We can all benefit from talking through the challenges presented by the ever changing terrain of life's journey.

Thank goodness that there is the Raphael Jewish Counselling Service and its remarkable team of counsellors to whom we can turn. Raphael is not only there for people with problems but also for people who want to make the best possible start to the next chapter of their lives.



Tony Bayfield

Rabbi Dr Tony Bayfield CBE
President, Movement for Reform Judaism
March 2011/Adar 5771

ק"ק שער השמים



Spanish & Portuguese
Jews' Congregation

From Rabbi Dr Abraham Levy OBE

Founded 1657

2 Ashworth Road, London W9 1JY
Telephone: 020 7289 2573
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MESSAGE FROM RABBI DR ABRAHAM LEVY OBE

SPIRITUAL HEAD OF SPANISH & PORTUGUESE JEWS' CONGREGATION

This past year has seen so many natural and manmade disasters. There is much uncertainty and so many pressures facing us throughout our daily life, especially in times of financial crisis. It is good to know that there is an organisation ready to help people who seek advice and know that they will be dealt with in a discreet, caring and professional manner.

Thank you to those at Raphael whose continued good work helps so many people. I am proud to be associated with you.

Wishing you much success for the coming year in all your endeavours.

Rabbi Dr Abraham Levy OBE
Spiritual Head of the Spanish
& Portuguese Jews' Congregation
April 2011/Nisan 5771



CHAIRMAN'S REPORT 2010



Roberta Coffey

Counselling has sometimes been referred to as the 'silent cure'. This might seem paradoxical since the counselling process is, of necessity, about the exchange of words. However the reasons why the words need to be used in the first place are often, themselves, not spoken about, thus the element of silence. A broken limb can be seen, discussed and eventually heal. Trauma, depression, anxiety and relationship difficulties are not immediately visible, infrequently spoken about and don't always get better. At Raphael, we are aware of the part we play in helping people take the next step towards healing.

In respect of our clients I have, in previous years, noted that our numbers have increased and this year is no exception. We have seen our numbers grow to 80+ per week and we believe that this is indicative not only of the economic climate but also the increasing pressures being placed on individuals and families. Because no-one is turned away for financial reasons, Raphael is accessible to, amongst others, those who may need our help but find that financial circumstances may preclude them from receiving this help from other sources. This, in itself, puts enormous pressure on Raphael to fund the difference between what clients pay and what

we need in order to provide our vital service and I want to acknowledge the importance to us of all our benefactors and the continued support they provide. We are well aware that we are not a mainstream, high profile organisation which gets instant recognition and attracts extensive financial input; this is why we are continually grateful for the income we receive from bequests, legacies and donations, both from our Angels and others.

Because we don't receive direct, regular funding, we rely to a large extent on our fundraising activities. The results of the efforts of Judith Bloom and the members of our Friends committee enable us to have a sound basis on which to build. We are very appreciative of all their hard work and endeavours.

You will note our current financial position, as seen from our accounts. We are maintaining a working fund, but are only too well aware of the current economic climate and the effect it is having on us. John Cooper and his team capably manage our finances and I would like to acknowledge the importance to us of their input.

Raphael made great moves this year, not only in the number of clients seen but also, literally, into brand new premises in Edgware. Whilst some of our counsellors work from home, others use outside premises and this move has enabled us to bring together the majority of our counsellors in one place. This has been one of our aims.

Another of our aims is to extend our services into other geographical areas and we have now identified

two areas which are lacking services such as those we provide. We are actively in the process of researching these, with the hope of establishing permanent counselling services during next year. Sara Cooper, our Head of Clinical Services, has taken this goal on board, in addition to her other duties.

Sara, plus the Intake Team and the rest of the Clinical Team, provide a highly professional service. We have increased our number of counsellors and supervisors during the year, in order to cope with a greater workload. In addition, through our Scholarship Fund, we have trained some of our counsellors to work with Couples, a specific area of our work in which we identified an upward trend.

I would like to express my thanks and gratitude to my fellow Trustees and the Management Committee, who provide the support, encouragement and experience needed to maintain our position in the marketplace; and I would like to make special mention of the dedicated support of Ruth Baum, whose tireless efforts enable our administration to run so smoothly.

At this point, I want to say how very sad we are at the passing of John Wiseman, a Trustee and past Treasurer of Raphael. John was a firm believer in all that Raphael stands for and cared about every aspect of the organisation. Raphael was very close to his heart and his warmth, vitality and generosity of spirit were intrinsic in the framework of Raphael. He cajoled, he supported, he encouraged and he gave wise counsel. All this with a twinkle in his eye and boundless

enthusiasm in his heart. He is greatly missed.

We know that we are still going through one of the most difficult economic periods in Raphael's history, but our commitment to help those who avail themselves of our services in unwavering. With continued support, we are sure that we will maintain our indispensable role in the community.

**Roberta Coffey
Chairman**



*Raphael Day
Nov 2010*



*Raphael Day
May 2010*



CLINICAL REPORT



Sara Cooper

The work of Raphael continues to expand and develop. The clinical team, consisted of myself and the Intake Team, Head of Intake - Clinical Team: Irene Kanareck and Intake Assistant - Clinical Team: Caroline Kendal, who was on maternity leave from July to December, during which time Irene covered her work with some input from Evelyn Jay. The team has, as shown by the figures in the table below, continued to deal effectively and professionally with the continued increase in the productivity of Raphael Jewish Counselling Service. This has only been possible through the generous time and effort of our dedicated team of fundraising Friends, as very few of our clients, particularly as the recession continues to affect many of those who contact us, are able to pay what it costs to provide their counselling.

The number of clients receiving counselling continues to increase and we have had difficulty in placing them all. For this reason the

Trustees decided to increase the number of supervision groups to 8, having only increased them to 7 last year, and we are delighted to have appointed Anna Bravesmith to this new supervisor post.

Currently we have 31 active counsellors; 17 are trainees and 14 are more experienced, and 4 of them are able to take couples for counselling. We have begun to run couples workshops for some of the more experienced counsellors and these will be completed in March 2011 and this will increase the number of counsellors who are able to offer this service because the number of couples wishing to be seen is increasing.

The turnover of counsellors has been similar to previous years; Sara Aldridge, Andrew Burland, Vivienne Collis and Jennifer Freedman left and Cat Green, Claire Lefton, Ariela Margulies, Jill Peskin, Danielle Redland, Eva Rembiszewski, Angela Shaked Leslie Sheinman, Sandy Tamman and Reut Taylor Zilbiger joined. Most counsellors work in the Sternberg Centre or at home, some counsellors are working at Hendon Reform Synagogue in Danescroft Road, Hendon. One has been working in West London Synagogue. We have held our usual two annual Raphael Days in May and November. The May one was entitled "Setting the fee: What do we have invested in this process?" facilitated by Sue

	2010	2009	2008	2007	2006	2005
Clinical calls on answer phone	261	182	269	224	165	160
Client assessment consultations booked	120	87	101	103	93	86
Attended assessment consultations	99	79	83	96	79	64
Referred to counsellors	90	83	73	63	55	47
Average for year - clients receiving counselling at any one time	72	68	58	53	51	48

Whiting and the November one was a workshop facilitated by Jo Woolf on "Working with difficult clients".

I have continued to attend events within and outside the Jewish community to publicise Raphael and to network with other professionals. I liaise with the other Jewish Counselling agencies, Jewish Marriage Council, Jewish Bereavement Service and Ezer North West and we meet regularly to discuss common issues. I also

liaise with Jewish care, with JAMI and with Miyad, the Jewish Helpline.

Raphael continues to be a significant professional counselling resource for the Jewish community and during 2010 we have begun to consider how we might expand our role geographically, possibly into areas such as Manchester or Redbridge.

Sara Cooper
BA (Hons), UKCP reg
Head of Clinical Services

FUNDRAISING REPORT

Friends of Raphael



Judith Bloom

I would like to thank all of you who have helped or attended the events put on by The Friends of Raphael; your support has been invaluable. The last twelve months has been very successful as you will see from my report below.

On Saturday 16 January the Friends of Raphael put on another cabaret show in the magical surroundings of a beautiful Hampstead home. 'Time Flies By' was performed by Kara Wilson and Lydia Melleck and the evening comprised of music, poetry and prose. A welcome drink was served as guests arrived followed by a delicious buffet during the interval, with a selection of wines to

compliment the meal. All attending thought it was a fabulous evening and over £1600 was raised.

Raphael was thrilled to have negotiated with Upstairs at the Gatehouse, the theatre in Highgate, the first night of 'Daniel Deronda'. It was decided to make the evening a gala event, with a pre-production reception and a post production Q&A session with members of the company and cast taking part. The adaption of the play, written by John Cooper for the Traffic of the Stage production, was directed by Harry Meacher. It is widely acknowledged that among the great novelists of the nineteenth century George Eliot was notably friendly towards, Jews, Judaism and early Zionist aspirations, and this Eliot's last novel reflected this especially sympathetic attitude.

The theatre was full, members of the press attended, and the event was highly successful.

On a balmy evening in July, Lauderdale House in Highgate was once again host to our second Aria

evening. We were very fortunate that Sheree Oxenham, soprano, Anthony Caplan, tenor, Stephen Brice, baritone, Margaret Marinkovic, piano and Sue de Botton, narrator agreed to perform for us. It certainly was a summer evening filled with wonderful opera and song. A lovely reception with wine was served during the interval. A successful raffle was held with prizes donated by Rockman Contemporary Jewellery, Living World Photography, HOB, and Café Bukushi. Two best seat tickets for Cliff Richard's 'Sold Out' 70th Birthday Show were auctioned. £1954 was raised from the evening.

On Sunday 14 November, The Friends of Raphael were proud to host Ron Moody to celebrate the publication of his new book, 'A Still Untitled (Not Quite) Autobiography'. Ron was in great form, recalling his career and entertaining with a series of anecdotes and snatches of his many memorable performances. Since the age of five, he told his audience, he had always wanted to make people laugh. His off the cuff performance proved he still excels at that. Thanks to his publisher, Jeremy Robson of JR Books, those present could purchase a signed and cartoon illustrated copy of the book, with half the proceeds going to help Raphael serve the community without even picking even one

pocket, let alone two..... The evening raised £1367.

Once again I want to thank everyone on the Friends of Raphael committee, namely Barbara~Anne Creeger, Hazel Gilbert (to Nov 2010), Zila Golbert, John Kettle, Angela Lucas, Jack Lynes, Norma Vitali (from Aug 2010) and their partners, for all their very hard work, continued support and commitment. Without them none of these wonderful events could have taken place. I would also like to thank Ruth Baum, Raphael Administrator, for her invaluable help plus that of Michael Baum.

They both work hard to support Friends and for this we are very grateful.

I really look forward to seeing you and your friends at our future events. If anyone is interested in joining our small Friends committee, please contact me. Likewise if anyone reading this report would like to 'sponsor' an event or help in any other way please contact me or Raphael. I have said it before, and I will now say it again..... WE REALLY NEED YOU AND YOUR HELP!

Judith Bloom
Chairman
Friends of Raphael

Friends of Raphael

In tune with your needs



ACCOUNTS AND FINANCE REPORT for the year to 31 Dec 2010



John Cooper

I can report that the overall financial outcome of our activities during 2010 has been static. We ended the year with a tiny deficit and a reduction in our funds of just over £100.

There is a growing demand for our services, and this has arisen at a time of financial difficulties for many. The total contributions made by our clients to their counselling did show an increase in the year. However, this reflected a significant jump in the number of sessions provided in the year rather than an increase in the average contribution received. The higher level of activity pushed up the costs that we incurred in providing the counselling service. Therefore, the 'funding gap' per session (contribution per session less cost per session) widened slightly. It is clear we have a continuing dependence on the success of our fundraising activities to meet this shortfall.

The Friends of Raphael contributed over £9,000 gross income in 2010, and we continue to rely on their enthusiasm and commitment. Our other fundraising was less successful, and donated income at £6,000 was almost £2,000 lower than in the previous year. Monies donated towards our 'scholarship fund' were used to meet the costs of trainers and premises to provide training to our counsellors. The interest that we receive on our cash deposits has, in common with many charities, remained negligible.

In summary, we have kept our heads above water financially – just – in 2010.

Although the interest generated on any cash holding is insignificant, the trustees are not minded to hold our reserves in any other form. The cash holding will remain available to support our activities if the costs of running our growing operation increase, or if client fee income reduces, and we are prepared for both of these.

This is my fourth report as Treasurer. As last year, I would again like to finish by sincerely thanking the volunteers who patiently and efficiently handle the increasing amount of paperwork that our activities generate.

John Cooper
Treasurer

*We are delighted to announce that
we have launched a new website
as well as a new brand!*

www.raphaeljewishcounselling.org

*For further information about Raphael
please check us out!*



RAPHAEL - Jewish Counselling Service

Statement of Financial Activities

for the year ended 31 December 2010

	2010	2009
Incoming resources		
Counselling income	49,992	42,176
Angels, members & donations	6,164	7,975
Fundraising events	9,316	10,232
Investment income	<u>65</u>	<u>90</u>
Total incoming resources	<u>65,537</u>	<u>60,473</u>
Resources expended		
Counselling expenses	60,641	49,465
Fundraising events	3,527	2,616
Governance costs	<u>1,477</u>	<u>1,686</u>
Total resources expended	<u>65,645</u>	<u>53,767</u>
Net deficit / income for year	<u>-108</u>	<u>6,706</u>

		2009
Current assets		
Debtors	4,032	2,395
Cash at bank and in hand	<u>86,050</u>	<u>79,623</u>
	90,082	82,018
Creditors: amounts falling due within one year	<u>11,808</u>	<u>3,636</u>
Net assets	<u>78,274</u>	<u>78,382</u>
Funds		
Unrestricted income funds at start of year	78,382	71,676
Net income for year	<u>-108</u>	<u>6,706</u>
Total funds	<u>78,274</u>	<u>78,382</u>

The full Trustees' Report and Financial Statements are available on request.

RAPHAEL – The Jewish Counselling Service: January-December 2010

PATRONS

The Chief Rabbi Lord Sacks
Rabbi Dr Tony Bayfield CBE
Rabbi Dr Abraham Levy OBE

TRUSTEES

Chairman: Roberta Coffey
Treasurer: John Cooper
Judith Bloom
Barbara~Anne Creeger *(from March 2010)*
Michael Cutter
Zila Golbert
John Kettle
Jack Lynes

ADMINISTRATOR

Ruth Baum

HEAD OF CLINICAL SERVICES

Sara Cooper

CLINICAL TEAM

Head of Intake: Irene Kanareck
Intake Assessor: Caroline Kendal

RABBINIC CONSULTANTS

Rabbi Jeremy Collick
Rabbi Helen Freeman
Rabbi Yaakov Grunewald *(to Oct 2010)*
Rabbi Melinda Michelson-Carr

SUPERVISORS

Seema Ariel
Anna Bravesmith *(from Dec 2010)*
Ruth Cerner
Rafi Hirsch
Claudia Kramer
Simone Lee *(from Jan 2010)*
Bracha Newman
Edna Sovin

PSYCHIATRISTS

Dr Leon Gittelson
Dr Lester Sireling *(from Oct 2010)*
Dr Sharon Stekelman *(to Sept 2010)*

COUNSELLORS

Sara Aldridge *(to Sept 2010)*
Helen Barget
Andrew Burland *(to July 2010)*
Vivienne Collis *(to Feb 2010)*
Tara Davis
Joanna Deller
Zennia Esterson*
Faye Faber
Jennifer Freedman *(to July 2010)*
Catherine Green *(from June 2010)*
Evelyn Jay
Sarah Layton *(from Jan 2010)*
Claire Lefton *(from Nov 2010)*
Jeanette Levin
Hannah Lowinger
Ariela Margulies *(from Aug 2010)*
Jill Peskin *(from Nov 2010)*
Charlotte Philippsohn
Danielle Redland *(from April 2010)*
Eva Rembiszewski *(from March 2010)*
Trudi Seely
Colin Serlin
Angela Shaked *(from Aug 2010)*
Margalit Shalom
Leslie Sheinman *(from April 2010)*
Phillip Sobel
David Soetendorp**
Sandy Tamman *(from Nov 2010)*
Jennifer Tanner
Sandy Taskar
Reut Taylor Zilbiger *(from Nov 2010)*
Adrienne Troostwyk
Daniella Weston
Norma Yam
Simon Zilouf

* Counsellor Representative to May 2010

** Counsellor Representative from May 2010

FRIENDS OF RAPHAEL

(Fundraising & Marketing Committee)

Chairman: Judith Bloom

Barbara~Anne Creeger

Hazel Gilbert *(to Nov 2010)*

Zila Golbert

John Kettle

Angela Lucas

Sandra Plaskow *(to March 2010)*

Norma Vitali *(from Aug 2010)*

ANGELS 2010

Katie Albert

Nicola Feuchtwang

Ann Fried

Jill Leuw

Tony Michaels

Phyllis Northcott

Sandra Plaskow

Tony Plaskow

Carole Sussman

Anna Wiseman

GENEROUS HELP FROM THE FOLLOWING HAS BEEN GRATEFULLY RECEIVED AND HELPED US TO CONTINUE OUR WORK:

The Morris Charitable Trust

Joint Jewish Burial Society

United Charities Fund

Ann and Joram Fried

Jack Lynes and Bobbi Riesel

Anna Wiseman

David Leuw

Tony Michaels

Vanessa and Peter Albert

...and thank you to all who have donated over the past year

THANK YOU ALSO TO THE FOLLOWING FOR THEIR HELP:

Juliet Alexander - News Bulletin and Annual Report Design

Michael Baum – Bookkeeping

Harold Harris Bookkeeping and Statistics

Vicky Harris – Bookkeeping

Zila Golbert - Annual Report Design

Andrew Passer - Independent Examiner of the Accounts

Avner Radomsky - Website Design

We would also like to take this opportunity to thank our benefactors, advertisers and all those who have supported and participated in our events

The real cost of each client's session far exceeds the contribution that most are able to make so each person we help puts additional pressure on our funds.

As a Raphael Angel, your monthly gift of just £10 will help us achieve financial stability and enable us to serve more people requiring help.

Please see the donation form on the next page.

Become an ANGEL and help us to help others!

RAPHAEL - The Jewish Counselling Service

Registered Charity Number 278522

PO Box 172, Stanmore HA7 3WB

0800 234 6236

info@raphaeljewishcounselling.org

www.raphaeljewishcounselling.org

Photos from Raphael Events held during 2010



*'Daniel Deronda'
5 May 2010*



'Aria' 25 July 2010



*'An Evening With Ron Moody'
14 Nov 2010*





RAPHAEL THE JEWISH COUNSELLING SERVICE



Be an Angel!

Help us by completing this Standing Order

1. Complete this section and section 3 to make a regular donation:

Please pay **Raphael – The Jewish Counselling Service** £10 each month until further notice and debit my account:

Bank Account No Bank Sort Code - -

Starting on (date)

Signature

To The Manager (bank name and address)

.....

..... Date.....

Please pay National Westminster Bank PLC, High Street Ware, Herts.

Sort code 60-22-32 Account No. 50409360 Raphael – The Jewish Counselling Service

OR help us with a donation

2. Complete this section and section 3 to make a donation:

Please send us your gift now. A donation of any size would be very welcome.

I would like to make a donation of: £25 £50 £75 £100 £250 Other

I enclose a cheque/charity voucher for £..... made payable to Raphael JCS

3. Complete this section and return together with your cheque or charity voucher (unless you've completed section 1) to: Raphael – The Jewish Counselling Service, PO Box 172, Stanmore HA7 3WB (Tel 0800 234 6236)

Name

Address

.....

..... Postcode

Home Tel Mobile

Email

I wish any donation that I make, or have made in the past four years, to Raphael – The Jewish Counselling Service to be treated as a Gift Aid payment for tax recovery purposes.

I am, and have been whenever I have made a donation, a United Kingdom tax payer. *giftaid it*

Signature Date

*** We also have a new JustGiving fundraising page: www.justgiving.com/raphael-jcs ***

From time to time, we may send you information about Raphael and relevant events which may be of interest to you.

If you do not wish to be contacted please tick

RAPHAEL

THE JEWISH COUNSELLING SERVICE



Raphael is a well-established counselling service, at the forefront of its field, whose broad-based services are currently available to individuals and couples in London and the Home Counties.

Raphael offers individual or couple counselling to people whose relationships and feelings cause them distress at home, at work or socially and who may be:

- dealing with illness or bereavement
- having difficulties with family, couple or marital relationships or sexual issues
- suffering from depression or anxiety
- experiencing problems resulting from a particular event or trauma
- struggling with the stresses of daily life, including employment issues
- sensing a lack of confidence or low self esteem
- failing to realise their full potential
- experiencing the long term effects of the Holocaust

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